



To our Patients, Families, and Community,

We have been closely monitoring the status of the COVID-19 pandemic, as well as the current updates and recommendations from the CDC and the Pennsylvania Department of Health.

The health and safety of our patients and their families, staff and community remain our utmost priority, and we are taking all steps to make sure all are protected.

**At this time, WE WILL REMAIN OPEN DURING NORMAL BUSINESS HOURS for most appointments, BUT PLEASE READ AND CONSIDER THE FOLLOWING.**

**PATIENTS:**

- **Appointments:** In the event that your or your household member has shown any signs or symptoms of the flu or corona virus (fever, runny nose, cough, shortness of breath) or if you have traveled outside of the U.S. in the past 21 days or been in contact with anyone whose tested positive for COVID-19, please call to reschedule your appointment. If you have any concerns or are worried, we will happily reschedule your appointment or procedure.
- **Clean your Hands when you enter the building:** We are asking **EVERYONE** to please use the hand sanitizers located in the waiting rooms and throughout our facility or wash your hands in the restroom. *Remember to wash for 20 seconds with soap and water.*
- **Social Distancing:** Please consider distancing yourself from other patients/parents while in our reception area. Benches are also available in the atrium or you may consider having your visitor wait for you outside the building or in their car.

**EXTRA FAMILY MEMBERS AT APPOINTMENTS:**

- As a temporary measure and effort to limit the number of people in our facility at the same time, we ask you to try and limit to having on **ONE EXTRA PERSON WITH THE PATIENT** at their appointment.



## WHAT WE ARE DOING:

- We are committed to frequent hand washing and disinfecting all frequently touched surface areas every hour.
- Reception Areas: We are removing all magazines to minimize communal contact items. Again, we are also increasing the frequency of disinfecting all door handles, reception area surfaces and furniture.
- Treatment Area: Our facility is ALWAYS cleaned and disinfected according to CDC and OSHA-mandated cleaning and disinfection protocols for all surfaces in our treatment area.

Please know that we closely monitoring the evolving situation and are following all CDC and PA DOH guidelines. With that being said, certain appointments may be rescheduled.

Thank you for your understanding and support during this time. Please be assured that we are here for you, and we welcome any and all communication.

**We are more than your healthcare provider; we are a community partner and a team that strives to do good whenever we can. If there is a way we can assist you or your family during this time, please let us know how we can help.**

We are in this together, so let's do our best to stay safe, healthy and protect others in our community.

Best Regards,

Center for Urologic Care & Berks Urologic Surgery Center Physicians and Staff



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